

Economic Review – Sultanate of Oman

During 2025, the economy of the Sultanate of Oman demonstrated resilience and gradual strengthening, supported by fiscal consolidation, diversification efforts, and growth across key non-hydrocarbon sectors. Real GDP grew by 2.2% compared to 1.7% in 2024.

Government revenues in 2025 were bolstered by strong performance in non-oil sectors and improved tax and fee collections, enabling a reduction in public debt to ~~₹~~ 14.6 billion. These outcomes underscore the effectiveness of the government’s strategic planning, the economy’s inherent resilience, and its commitment to sustainable growth and diversification.

In July 2025, Moody’s upgraded Oman’s long-term rating from Ba1 to Baa3, restoring investment-grade status. In December 2025, Fitch upgraded Oman’s long-term rating to BBB with a stable outlook, firmly restoring investment-grade status and signaling strong confidence in Oman’s fiscal and economic management. These rating upgrades reflect international agencies’ trust in Oman’s disciplined debt management, fiscal consolidation, and strategic planning aimed at sustainable growth, economic diversification, and long-term development.

The **2026 State General Budget**, prepared under the Eleventh Five-Year Development Plan (2026–2030) and Vision 2040, emphasizes fiscal discipline, economic stability, and social support. It prioritizes essential public services—including education, health, housing, and social protection—while promoting private sector growth and economic diversification. Strategic investments target key sectors such as tourism, logistics, clean energy, technology, infrastructure, and human capital development. The budget also reinforces social protection and safeguards essential spending, reflecting a commitment to medium-term sustainability, efficient public resource management, and continued international confidence.

Oil and gas revenues, representing 67% of total revenues, are budgeted at ~~₹~~7.71 billion for 2026, 1.5% higher than the 2025 budget. The budget assumes an average oil price of USD 60 per barrel compared to an average of USD 70 per barrel in 2025. Non-oil revenues are projected at ~~₹~~3.73 billion, reflecting expected growth in tax and fee revenues from economic recovery. A budget deficit of ~~₹~~530 million is estimated at 1.3% of GDP, compared to a deficit of ~~₹~~480 million in 2025.

Financial Sector Performance

Oman’s banking sector sustained solid growth in 2025, supported by a strong economy, fiscal stability, and lower interest rates. Total bank credit rose to approximately ~~₹~~ 35.32 billion, driven by private sector lending to non-financial corporates and households. Total deposits increased to ~~₹~~ 33.96 billion, reflecting confidence in the banking system, while Islamic banking assets expanded to about 19.5% of total sector assets, enhancing overall resilience.

Healthy liquidity and stable interest rates provided a supportive environment for credit expansion, complemented by positive investor sentiment on the Muscat Stock Exchange (MSX). The sector’s performance demonstrates robustness and adaptability, with NPAT rising 10.6% from 2024. The sector’s focus on tourism, logistics, renewable energy, and technology supports Vision 2040 and Oman’s long-term economic diversification.

Capital markets recorded historic growth in 2025, with the **MSX 30 Index** rising around 28% and total market capitalization reaching ~~₹~~32.01 billion. Growth was driven by strong domestic trading, IPO activity, and participation from foreign and Gulf institutional investors, enhancing liquidity and investor confidence. Trading volumes and values increased across banking, industrial, and energy stocks.

The Bank’s Performance

The Bank has completed 18 successful years since its conversion to a full-fledged commercial bank and has enhanced its commitment to provide financial services that go beyond the conventional mode and espouse sustainable business practices going forward. ahlibank’s total assets grew by 11.6% in 2025, reaching ~~₹~~ 4.19 billion, compared to ~~₹~~ 3.75 billion in 2024. Customer deposits went up by 14.3% to reach ~~₹~~ 3.16 billion compared to ~~₹~~ 2.76 billion. Net Loans, advances and financing, net grew by 14.0% reaching ~~₹~~ 3.45 billion. The Bank’s operating income increased by 8.7% reaching ~~₹~~ 117.8 million in 2025. The profit after tax for the year 2025 grew by 11.2%

to reach ~~₹~~ 46.3 million.

Capital and Reserves: The capital and reserves of the Bank as of 31 December 2025 stood at ~~₹~~ 641.3 million compared to ~~₹~~ 558.0 million as of 31 December 2024. The Bank maintained sufficient capital buffers and the capital adequacy ratio of the bank stood at 16.52% above the regulatory requirement. The Bank successfully raised CET-1 Capital through a rights issue of ~~₹~~ 50 million, which was oversubscribed, showing the trust and confidence placed by shareholders in the Bank's potential to grow further

Loans, advances and financing: The increase in gross loans, advances and financing in 2025 reflects the Bank's strategy of active balance sheet management, to position the Bank for sustainable profitable growth in the coming years. The Bank's gross loans, advances and financing increased by ~~₹~~ 447.2 million to ~~₹~~ 3.571 billion as of 31 December 2025 from ~~₹~~ 3.124 billion as of 31 December 2024. The focus in 2025 was to maintain high-asset quality, which reflected in the low non-performing loans to gross loans ratio of 4.11% one of the lowest amongst its industry peers.

Customer Deposits: Customer deposits of ~~₹~~ 3.16 billion at year-end 2025 reflected an increase of 14.3% compared to 2024. The Bank continues its strategy to focus on expanding a lower cost-funding base through new product launches and retail branch expansions.

Profitability: The net profit after tax increased by 11.2% to ~~₹~~ 46.32 million as compared to ~~₹~~ 41.66 million in 2024. The return on equity of the Bank as at December 31, 2025 stood at 11.2%.

Business Units

The Bank remains dedicated to enhancing its governance policies, prudent risk assessment procedures, cost-efficiency strategies, and the introduction of new products and services to safeguard stakeholder interests and ensure long-term sustainability. Employees are encouraged to aim high, empowered to achieve their objectives.

Through continuous training and development, management strives to cultivate a highly skilled talent pool capable of delivering high-quality performance and innovation. The Bank also focuses on providing customers with optimal banking propositions through convenient channels, ensuring timely delivery with the highest levels of accuracy and reliability.

In line with global trends in digital banking, the Bank continues to invest in secure technologies to deliver world-class customer service and experience across multiple platforms, reinforcing its commitment to innovation, reliability, and customer satisfaction.

Corporate Banking

ahlibank's corporate banking brand continues to grow in stature. Its industry-specific teams boast a deep understanding of their respective local and regional market segments, working to ensure the delivery of insightful relationship management with fast turnaround times across its product spectrum. These divisions comprise:

- Project Finance, Syndications & Energy,
- Food and General Trading,
- Manufacturing, Real Estate & Contracting,
- Financial services, Travel, Tourism and Transport
- Sharia-compliant Islamic Banking Services through ahli Islamic counters

The Bank has strategically aligned its teams to concentrate on sectors key to the Sultanate’s diversification strategy and Vision 2040, thereby creating wealth through economic diversification and private sector partnerships. It continues to contribute towards the economic development of these sectors through the funding of various projects and by providing a comprehensive range of competitively priced, funded and non-funded financial products and advisory services. ahlibank is fully committed to the Sultanate’s vision towards diversification of energy sources through green energy financing and other sustainable biofuels. As part of our long-term strategy, the Bank plans to strengthen its procedures to help fund sustainable projects.

SME Banking

Small and Medium Enterprises (SMEs) continue to play a vital role in the economic development of Oman. The empowerment of this sector contributes to the generation of job opportunities, enhancement of exports, facilitation of equitable income distribution, reduction of oil dependency, and an increased contribution to the country’s GDP. With Oman reviving and redirecting its focus and resources towards SMEs, the country has developed various programs to establish and support new business units. Concurrently, there is a reliance on banks to continue playing a crucial role in the development of this sector. ahlibank launched the “Tamkeen” crowdfunding initiative during FY 2022 in collaboration with Beehive, marking it as the first of its kind in Oman. The program provided financial aid to more than 80 locally established firms with total funding exceeding ~~5~~ 5 million since the launch of the program. ahlibank also launched a new finance product against Point of Sales (POS) in FY 2024. The new product is designed to support MSMEs in the country and operators of ahlibank POS machines. The program is designed to support both capital, and operating expenditures of companies, with flexible repayment plans of up to 36 months. Since its launch, the program has provided financial aid to over 70 locally established firms with aggregate funding surpassing ~~3~~ 3 million. ahlibank has also successfully launched “AhliExpo” in 2024 as the country’s first SME convention. It featured 40 promising SME companies with growth potential, showcasing their capabilities and connecting them with the business community as potential partners. The convention also included several seminars, workshops, and panel discussions with experts and influencers from across the business landscape.

The second edition of AhliExpo was launched in 2025 year with a renewed vision to support small and medium enterprises. Through this initiative, the Bank aims to empower businesses to grow, explore new opportunities, and enhance their contribution to the national economy, in alignment with Oman Vision 2040. During 2025, the Bank conducted a dedicated workshop titled “Leadership for a Lasting Impact”, aimed at strengthening leadership capabilities within the SME segment. The workshop, attended by 45 SME participants, focused on enhancing strategic thinking, sustainable leadership practices, and long-term business resilience. This initiative reflects the Bank’s ongoing commitment to empowering SMEs through capacity building and value-added development programs.

Mid-Market

The Mid-Market team focuses specifically on mid-sized business segments and transactions that fall between typical SME deals and large corporate financings. The team manages deals that are larger and more complex than standard SME transactions, yet smaller in scale than corporate financings.

Comprising experienced Relationship Managers overseeing a diversified portfolio of clients across industries, the Mid-Market team combines sector-agnostic expertise with a relationship-driven approach. This enables the Bank to deliver tailored banking solutions that address the unique financing, transactional, and advisory needs of mid-sized enterprises. The team’s focused structure bridges the gap between SME and Corporate Banking, ensuring appropriate coverage, efficient service delivery, and sustainable portfolio growth.

Corporate Liabilities

A dedicated team drives the growth of the Bank’s liabilities by offering corporate clients a comprehensive suite of products, including operative accounts, call accounts, fixed deposits, and structured deposits. Emphasizing strong relationship management, the team provides solutions not only for corporate clients but also for their employees. With a strategic focus on low-cost deposits to diversify the Bank’s funding base, the team continues to expand, complementing the Corporate Banking lending and Retail Banking teams.

Government Banking

The Government Banking Unit serves the banking needs of government entities and public-sector institutions, including ministries, authorities, and pension funds. It provides a comprehensive range of customized products and services to meet the diverse and complex requirements of the government sector. The unit works closely with other Bank divisions, partnering with Corporate Banking to address funding requirements and coordinating with Retail, Premium, and Private Banking to deliver employee-focused solutions. Through these collaborations, the unit delivers tailored packages that enhance value for government entities and their employees.

Transaction Banking

The Bank's transaction banking platform supports the operational needs of businesses, corporations, and institutions by enabling seamless day-to-day financial transactions. Services include international trade financing, cash management, and liquidity management solutions.

As companies face challenges in securing short-term liquidity and optimizing financial operations, transaction banking has become increasingly important within corporate banking. The platform is structured around three core verticals: Trade Finance sales, cash and liquidity management, and complementary corporate products such as payment gateway solutions and a suite of corporate cards. Collectively, these offerings support a fully integrated corporate digital ecosystem, delivering end-to-end transaction solutions with operational efficiency, robust cybersecurity controls, and confidentiality.

Wholesale eChannels

Wholesale eChannels manages, operates, and supports ahlibank's wholesale digital platforms, ensuring seamless service for corporate and government clients. Acting as custodian of these channels, the team provides end-to-end support including platform demonstrations, client onboarding, issue resolution, and enablement. Services cover payments, collections, treasury, and trade, with key platforms including ahliB2B, ahliNET, ahliRDC, ahliPG, ahliTrade, and TSA.

Wholesale eChannels also serves as product owner for platform enhancements, collaborating closely with clients to continuously improve functionality, drive adoption, and support the Bank's digital transformation agenda.

Retail Banking

ahlibank remains committed to innovation, customer-centricity, and market leadership. By designing and delivering cutting-edge products and services, the Bank strengthens its market position while ensuring seamless customer experiences.

As part of its retail network expansion and digital transformation, ahlibank launched its first digital branch, "ahli express", in 2022, setting a new benchmark for convenience and efficiency. Building on this success, the Bank operationalized 25 Multi-Functional Kiosks by the end of 2025, significantly enhancing service delivery. This initiative expands customer touchpoints, provides scalable banking solutions, and contributes to local community development.

Al Nukhba Premium Banking

Premium customers benefit from an extensive range of financial and non-financial privileges. Dedicated Relationship Managers provide personalized services through branches and Premium Service Centres. Benefits include:

- Free credit and debit cards
- Preferential pricing on deposits and loans
- Discounts on bank charges
- Offers from selected premium merchants
- Personalized concierge service, free travel insurance, purchase protection, and extended warranties

Imtiyaz

The Imtiyaz segment offers dedicated banking services tailored to modern lifestyles. Eligibility requires a minimum salary transfer of ~~₹~~ 1,000 or deposits of ~~₹~~ 10,000 and above.

MyChoice

The **MyChoice Youth Account** helps young customers achieve financial independence

Istqrar

The **Istqrar account** is designed for retirees, providing core banking services along with higher fixed-deposit returns, lower interest rates on loans, and other benefits.

Loyalty Platform – Pearl Points

Retail Banking rewards customers through a loyalty platform where points are earned on transactions, deposit balances, and digital banking usage. Points can be redeemed for airline tickets, hotel bookings, utility payments, merchant vouchers, and more.

Cards

ahlibank offers a range of credit and debit cards across segments: Classic, Gold, Platinum, Signature, and Infinite (credit), and Platinum and Signature (debit). Features include travel miles redemption, travel insurance, purchase protection, airport lounge access, and concierge services.

Personal Loans – MyLoan

MyLoan provides ready cash with high loan amounts, flexible repayment options, and competitive rates, supporting family needs, education, vacations, and more.

Home Loans – MyHome

MyHome offers flexible plans, long tenors, standard documentation, and attractive interest rates, helping customers finance and purchase their dream homes.

Car Loans

ahlibank provides car financing for new and used vehicles, with competitive rates, tenors of up to 10 years, and high loan amounts.

MySmart

MySmart is an interest-bearing savings account offering high returns and transactional flexibility, with monthly interest payouts and chequebook access.

Wafra Plus

Wafra Plus is a daily growth account offering interest on daily balances, compounded and credited daily.

MySaver

MySaver enables customers to invest small monthly amounts with regular bonuses and attractive monthly interest based on daily balances, alongside free life insurance coverage up to a set limit.

Exclusive Plus Account

The **Exclusive Plus Account** is an interest-bearing savings account that offers customers high interest rates on their deposits with the flexibility of a transactional account. Interest is calculated on the quarterly average balances of each calendar quarter and credited to customers at the end of each quarter.

Bancassurance

ahlibank offers a wide range of insurance products in collaboration with its insurance partner to protect customers' assets and property. These products cover unexpected events, safeguarding customers from collateral damage that could otherwise erode savings or investments.

Alternative Channels

To meet growing demand for efficient ATM, CDM, and digital banking services, ahlibank continues to enhance the customer experience by delivering convenient, seamless, and secure banking solutions supported by reliable technologies.

As part of its ongoing digital expansion, the Bank has extended the deployment of Multi-Functional Kiosks across additional locations, enabling customers to access services on a 24×7 basis. These kiosks provide a comprehensive range of services, including instant savings account opening for new customers, additional account opening for existing customers, cheque book and debit card printing, statement printing, Civil ID updates, personal video assistance, and debit card services such as activation, PIN changes, and limit updates.

ahlibank's free e-channel services offer customers round-the-clock access to banking, providing a convenient alternative to branch visits. Supported by its network of conventional and Islamic branches across the Sultanate, the Bank's digital and alternative channels include internet banking, mobile banking, SMS banking, a 24×7 call centre (Ahli Connect), ATMs, CDMs, service centres, and kiosks, ensuring accessibility whenever and wherever customers require.

In line with its commitment to empowering Small and Medium Enterprises (SMEs), ahlibank launched its Point of Sale (POS) Financing Programme for SMEs in 2024, complementing its existing support for large corporates. The programme enables SMEs using ahlibank's POS terminals to access short- and medium-term financing against POS receivables for working capital and operational requirements.

AhliPOS, the Bank's Soft POS solution, enables merchants to accept contactless debit and credit card payments using NFC-enabled smartphones, eliminating the need for traditional POS hardware. Fully compliant with international payment security and card scheme standards, the solution offers a secure, cost-effective, and flexible payment option, particularly suited to SMEs, micro-merchants, and mobile businesses. By expanding digital payment acceptance, AhliPOS supports SME development and contributes to the Sultanate's broader cashless payments ecosystem.

Through ahlibank's Mobile Banking service, customers benefit from comprehensive access to banking services, including account and card transaction viewing, card management features, local and international fund transfers, bill payments, statement downloads, instant digital account opening via e-KYC, fixed deposit placement, Civil ID updates, loan information access, and real-time video assistance for private and premium customers. These services are complemented by the Bank's Personal Financial Management (PFM) facility and are underpinned by the highest online security standards.

The recently launched Digital Lending solution, tailored for government and semi-government employees, offers a streamlined and fully digital financing experience. Eligible customers may apply for top-ups on existing personal loans through digital channels, benefiting from simplified documentation, automated eligibility checks, and faster approval turnaround times, while maintaining prudent risk controls.

Complementing its mobile banking offering, AhliNext represents Oman's first family-oriented digital banking application, designed to promote financial inclusion and responsible money management across different age groups. The platform enables parents or guardians to digitally onboard minors, monitor account activity, and set usage controls, while providing minors with a secure and intuitive environment to develop basic financial skills. AhliNext reflects ahlibank's commitment to early financial literacy, family banking, and digital innovation.

As part of its broader digital transformation agenda, ahlibank continues to enhance operational efficiency and customer experience through advanced technologies. The Bank has further upgraded its mobile banking application with enhanced UI/UX features, expanding functionality and reinforcing its commitment to innovation and service excellence.

In addition to its digital platforms, ahlibank maintains an extensive network of ATMs, CDMs, and kiosks across Oman, offering services such as cash withdrawals, deposits, cheque deposits, and credit card payments. To further enhance cash deposit convenience and maximise CDM utilisation, the Bank introduced the ‘Cross Cash Deposit’ service in 2023, enabling customers to deposit cash into any ahlibank or ahli Islamic account through any CDM across the network, with instant credit to the beneficiary account.

Private Banking & Wealth Management

ahlibank’s **Private Banking & Wealth Management** services are tailored for High-Net-Worth Individuals (HNWIs), offering bespoke banking experiences. Dedicated Relationship Managers and wealth advisors collaborate with clients to deliver customized solutions across deposits, investments, lending, and exclusive card offerings.

Beyond traditional banking, services include personalized financial planning, investment advisory, and tailored lending solutions, delivered through a one-to-one, relationship-led model. Exclusive service centres and lounges ensure clients manage, preserve, and grow wealth with confidence, privacy, and discretion.

Private Banking is founded on trust, innovation, and partnership. The Bank remains committed to evolving alongside its clients, offering sophisticated solutions that align with their dynamic financial goals.

Treasury

ahlibank’s professional treasury team provides comprehensive services and investment products to individuals, corporations, commercial entities, and government institutions. The Treasury is one of Oman’s most proficient dealing rooms, offering a wide selection of foreign exchange, money market, and derivative products, ranging from traditional to customized solutions.

With deep market knowledge and award-winning service, the Treasury team helps clients succeed by delivering everyday banking needs effectively and efficiently.

Financial Institutions Group (FIG)

The **Financial Institutions Group** manages global relationships with other financial institutions, acting as ahlibank’s international arm. Leveraging regional expertise, FIG builds long-term partnerships to deliver seamless experiences to corporate, institutional, and retail clients. Dedicated Relationship Managers collaborate internally to ensure clients’ needs are met efficiently, enhancing ahlibank’s brand recognition in existing and new markets.

The Bank also offers **Nostro services** in major currencies and **Vostro services** for Omani Rial accounts. Nostro accounts facilitate funds transfer, trade, treasury, foreign currency drafts, letters of credit, and guarantees (Bid/Tender, Advance Payment, Performance, Financial) for clients. Vostro accounts enable efficient settlements via book transfers for other financial institutions.

FIG leverages regional and global banking relationships to meet ahlibank’s funding requirements within local regulatory frameworks and actively participates in **syndicated loans**, including **ESG-linked term loan facilities**, demonstrating its commitment to sustainable finance.

Trade Finance

The **Trade Finance Department** at ahlibank is a full-fledged, specialized unit managing the complete spectrum of trade finance requirements for both corporate and consumer banking clients. The department supports the Bank’s Wholesale and Retail Banking divisions by offering a comprehensive range of Conventional and Islamic trade finance solutions.

Fund-based facilities include export finance, bill discounting, receivables/invoice finance, and loans against imports. Non-fund-based facilities cover the issuance of import letters of credit, standby letters of credit, guarantees, handling of export and import bills on a collection basis, as well as advising and processing export letters of credit and related documentation. The department also engages in risk participation arrangements with local and international banks across both conventional and Islamic products.

ahlibank's Trade Finance team is highly experienced, professionally trained, and equipped to navigate developments in local and international markets while complying with global trade rules. The team is committed to delivering efficient, customer-centric service.

To further enhance the customer experience, the Bank is digitizing its trade finance operations through initiatives such as a front-end trade portal, automation of internal workflows, integration with core banking systems, and the adoption of electronic channels for documentation and communication. These initiatives aim to streamline end-to-end processes, improve efficiency, and support the growing needs of clients with faster, more seamless transaction handling.

Asset Management

ahlibank strengthened its **Asset Management** capabilities in 2025, delivering growth in both product depth and client participation. The division expanded its range of investment solutions for institutional and high-net-worth clients and reinforced its position as a leading provider of professional investment management services in Oman.

The **ahli Islamic Money Market Fund** recorded exceptional growth, becoming the second-largest fund in Oman. This reflects strong demand for Sharia-compliant liquidity solutions and reinforces the Bank's role in developing the local market. Across the broader platform, assets under management increased significantly, supported by mandates from government entities, corporates, and family offices. Core strategies such as the Ahli Global Equity Fund, fixed income portfolios, and multi-asset balanced solutions continued to gain traction, benefitting from a disciplined investment process and strong client engagement.

The division also expanded distribution channels and strengthened collaboration with the wealth management teams, enhancing access to investment products. Improvements to onboarding and client reporting further support a seamless experience. With a skilled investment team and robust risk management framework, ahlibank is well positioned to introduce new offerings in 2026 and continue delivering long-term value to clients.

Corporate Finance Advisory

The **Corporate Finance Advisory** division provides financial advisory and fundraising services across equity and debt capital markets, loan syndications, refinancing and restructurings, mergers and acquisitions, private equity, and Islamic finance. The division supports clients with practical, tailored solutions underpinned by strong sector expertise and an internationally experienced team.

In FY 2025, the division completed several key transactions, including managing a ~~₹~~ 50 million rights issue for ahlibank, serving as Issue Manager for the Ministry of Finance's ~~₹~~ 100 million and ~~₹~~ 200 million Sukuk issuances, acting as Collecting Bank for the IPO of Asyad Shipping, and structuring Oman's first Islamic Commercial Paper for Oman Flour Mills. The division also acted as Issue Manager for a ~~₹~~ 15 million senior bond by United Finance Company, attracting subscriptions of ~~₹~~ 17.2 million.

The division maintains a strong pipeline exceeding ~~₹~~ 500 million across various infrastructure sectors, with a focus on long-term client relationships, collaboration with regional banks and investors, and innovative, well-structured financial solutions.

Brokerage

The **Brokerage Services** division provides clients with direct market access to Oman and selected GCC markets. Aligned with the Bank's digital strategy, the division is preparing to launch a fully integrated online trading solution for the local market, with international capabilities planned subsequently.

During the year, the division recorded a total turnover of approximately ~~₹~~ 93 million. It maintained a stable presence in the domestic brokerage market, acted

as an intermediary in buy-side and sell-side transactions, and expanded research coverage of local equities and sector-focused reports, supporting informed investment decisions.

ahli Islamic

ahli Islamic has demonstrated strong growth since its inception in 2013, establishing itself as a leading player in Islamic banking in Oman. The Bank offers a wide range of Sharia-compliant products and services for institutional, corporate, SME, and retail clients through 26 strategically located branches.

To serve premium, private, and wealth management clients, ahli Islamic launched the Al Shumookh segment in 2022, offering dedicated relationship managers, specialised service centres, curated merchant offers, and other exclusive benefits.

Products and Services

1. **Current Account** – Non-profit-bearing transactional account for individuals, corporates, and institutions.
2. **Savings Account** – Profit-bearing account for regular savers seeking Sharia-compliant profit.
3. **Al Namaa Savings Account** – High-profit, transactional account with flexible balances.
4. **Term Investment Account** – Wakala and Mudharaba based term deposits with tenors of 12, 24, 36 months, etc.
5. **Qitaf Savings Account** – Profit-bearing transactional account.
6. **Al Qimmah Wakala Account** – High-profit, non-transactional Wakala account.
7. **Youth Savings Account** – Profit-bearing account for 18–25-year-old customers.
8. **Special Offers** – Regular promotions to attract new customers.
9. Digital Banking
10. Cash Management Services
11. **Alternate Distribution Channels** – ahli Islamic Net, mobile banking, SMS alerts, debit & credit cards.

Privileged Banking

1. **Al Shumookh Private Banking** – Personalized wealth management and investment solutions for HNWIs.
2. **Al Shumookh Premium Banking** – Exclusive financial services for high-net-worth individuals, delivered through a dedicated branch in Qurum.
3. **Al Majd Segment** – Tailored services for the upper-mass segment, emphasizing digital convenience and efficiency.

Corporate Banking

ahli Islamic provides a comprehensive suite of Sharia-compliant financing solutions catering to working capital, commodity operations, long-term finance, and project-based financing needs for a wide range of corporate clients, including both private and public sector entities. A Bank follows a focused strategy to build a high-quality and diversified portfolio, enabling the Bank to grow its Corporate Banking book steadily.

Sharia Advisory Services

Under the supervision of the industry's leading Shari'a scholars, ahli Islamic provides comprehensive Sharia advisory and technical services to corporate clients, facilitating structuring, development and implementation of fully Sharia-compliant financial products aligned with their business objectives.

Corporate Islamic Financing and Related Assets

Murabaha Finance – A Shari'a compliant sale contract whereby the Bank sells an asset or goods to the customer at cost plus and agreed profit margin.

Diminishing Musharaka (DM) – Existing Asset – A co-ownership structure whereby the Bank and the customer jointly own an asset in an agreed proportion. The customer gradually buys the Bank's share over time until full ownership is transferred. As per the structure the Bank leases its undivided share in the Asset to the customer at agreed rentals.

Diminishing Musharaka (DM) – Under Construction Asset In this partnership, the Bank and the customer contribute agreed proportions to develop an asset (such as a real estate project). The customer periodically purchases the Bank's share in the asset, while the Bank leases its portion through a Forward Lease Agreement. The customer may contribute a plot, construction costs, or both, and the Bank can finance the plot and/or construction.

Ijarah MBT Ijarah MBT (financial lease) is a rental arrangement where the Bank, being asset owner, leases the asset against specified rentals, with a commitment to transfer ownership to the lessee at the end of the lease term. The Bank retains asset ownership and associated risks throughout the lease tenor.

Wakalah Bil Istithmar (WBI) In WBI financing, the customer acts as an investment agent for the Bank, investing funds on its behalf. Profits generated are paid to the Bank at agreed intervals.

Istisna cum Wakala-Based Finance Istisna Finance is used to fund the production or construction of assets or projects. The Bank purchases a future asset or project at an agreed price and appoints the customer to sell it on profit after delivery.

Running Musharaka (RM) RM is a partnership-based financing product for working capital needs, where the Bank and customer invest in the business and share profits and losses in proportion to their investment ratio.

Wakala Bil Bai (WBB) WBB combines the concepts of sale (Bai) and agency (Wakala), where the Bank purchases assets from a seller and appoints the customer as its agent to sell the assets in the market.

Service Ijarah cum Wakala This product combines service purchase and agency concepts, whereby the Bank acquires services from a provider and appoints the customer to sell those services to end clients on profits. The product is offer to facilitate services sector.

Retail Islamic Financing and Related Assets

Personal (Goods) Finance – Offers high financing amounts with repayment periods of up to 10 years at competitive profit rates, catering to personal financing needs.

Auto Finance – Provides easy repayment tenors and attractive profit rates for new and used vehicles, with mortgage-free options for salary customers.

Home Finance – Offers up to 90% financing for ready properties and construction projects, with flexible tenors of up to 25 years, competitive profit rates, and personalized plans.

Service Ijarah Personal Finance – Covers services such as education, membership, travel, Hajj/Umrah, transportation, medical, marriage, and construction financing, purchased by the Bank and extended to customers via Ijarah.

Retail Commercial Finance – Extends approved retail financing products to customers seeking to finance commercial assets.

Qard Hassan Finance – A profit-free facility for new employees from select entities, providing up to **ﷲ** 1,500 repayable over one year, supporting early employment settlement.

Credit Cards – Includes Visa Gold, Platinum, Signature, and Infinite, offering Sharia-compliant, socially responsible credit cards with benefits such as global airport lounge access, chauffeur services, cashback, Takaful insurance, and lifestyle deals.

Wealth Management

ahli Islamic Wealth Management Services provide a comprehensive and integrated approach to wealth stewardship for High-Net-Worth Individuals (HNWIs). The proposition is designed for discerning clients seeking disciplined, Sharia-compliant investment solutions delivered through a highly personalized advisory model. Leveraging deep market expertise, our wealth management professionals develop bespoke investment strategies precisely aligned with clients' financial objectives and risk profiles, while remaining responsive to an evolving global economic environment.

The investment framework offers diversified Sharia-compliant asset allocation across equities, sukuk, and a broadening range of alternative investments. These include international fixed-income sukuk listed on leading global exchanges, global mutual funds, and selective exposure to high-yield private credit opportunities. Collectively, these solutions aim to enhance portfolio resilience, preserve capital, and generate sustainable returns across market cycles.

ahli Islamic provides a comprehensive suite of investment solutions, ranging from Sharia-compliant money market funds for short-term liquidity management to medium- and long-term strategies focused on capital appreciation and income generation. The Bank has also expanded its geographic investment footprint through Sharia-compliant funds across both income and growth strategies, enabling clients to access ethically grounded, regionally diversified investment opportunities aligned with Islamic principles.

Key Products and Strategies

1. **ahli Islamic Money Market Fund** – Optimizes liquidity and generates short-term income through a diversified portfolio of Sharia-compliant money market instruments denominated in **ﷲ** and USD. Instruments include short-term Sukuk, Murabaha, Wakala, Ijarah, and other liquidity instruments. This fund provides an alternative to conventional call accounts, emphasizing capital preservation and competitive returns.

2. **ahli Global Sukuk Fund** – Invests in a diversified portfolio of Sukuk in the MENA region and globally, aiming for regular income and capital growth.

Certain share classes distribute income monthly. Diversification is achieved through a mix of eligible Sukuk assets with varying maturities from multiple issuers.

3. **ahli Islamic Income & Growth Strategy** – An actively managed, open-ended Sharia-compliant fund that seeks total return through investments in funds or securities. Equity exposure typically ranges from 40% to 75%, with a neutral allocation of 60%, and the remainder invested in Sukuk, alternatives, and cash. Capital is at risk, and returns are not guaranteed.

4. **Systematic Investment Plan (SIP)** – A Sharia-compliant investment option allowing regular contributions from ~~₹~~ 100 in Islamic financial products such as mutual funds. SIP enables disciplined investing, reduces the impact of market volatility, and promotes long-term wealth accumulation.

5. **E-IPO Platform** – A Sharia-compliant online service enabling investors to participate in IPOs, with normal subscription and financing options. Fully digital, the platform is convenient, transparent, and secure, facilitating ethical and Sharia-compliant investments.

Risk Management

Ahlibank seeks to balance risk and return within a robust Risk Management Framework. The Risk Management Division provides independent oversight of key risk areas and reports regularly to Senior Management and the Board Risk Committee. Its objective is to ensure the Bank's asset and liability profile, trading activities, and credit and operational processes remain resilient without exposing the Bank to undue risks that could affect financial stability or business continuity.

Risk exposures are managed in line with the Board-approved Risk Appetite Statement, cascaded across business units and monitored continuously. Policies, procedures, and limits are reviewed regularly to ensure alignment with strategic objectives, financial capacity, and regulatory requirements.

Key risks—including credit, market, liquidity, interest rate risk in the banking book (IRRBB), operational, and cyber risks—are actively managed. The Bank complies with Basel and international standards, monitoring capital adequacy, liquidity ratios, and expected credit losses, supported by stress testing and scenario analysis. Controls and monitoring mechanisms are in place to enhance operational resilience.

The Risk Management Division continues to enhance frameworks, systems, and analytics to address emerging risks and regulatory developments, maintaining adherence to best practices and ensuring exposures remain within approved limits.

Board Committees

Audit and Compliance Committee

Executive and Credit Committee

Executive Risk Committee

Nomination and Remuneration Committee

Digital Transformation Committee

Management Committees

Executive Management Committee

Credit and Investment Committee

Credit Risk Management Committee

Special Assets Committee

Assets and Liabilities Committee

Operational Risk Committee

Products and Consumer Protection Committee

Technology and Digital Transformation Committee

Technology Delivery Committee

Policies and Procedures

The Bank maintains comprehensive policies covering capital adequacy, AML, asset management, brokerage, compliance, corporate governance, risk management, wealth management, and Islamic finance. Key Islamic banking policies include: Charity, Cost Sharing, Profit Distribution, Segregation of Funds, Sharia Governance Framework, and Zakah.

Consumer Protection

The consumer protection framework at ahlibank reinforces the Bank's foundation of integrity, responsibility, and excellence in customer relationships. Consumer protection is not only part of ahlibank's mission but is embedded in the Bank's core values. The Bank continues to ensure adherence to the Financial Consumer Protection Regulatory Framework (FCPRF) through comprehensive measures outlined below.

ahlibank is committed to safeguarding customers from fraud and financial crime risks. The Bank implements robust anti-fraud controls and continuously monitors emerging financial crime typologies—including phishing, identity theft, and cyber-enabled scams—to protect customers' financial assets and data. Consumer protection is further strengthened through the integration of Anti-Money Laundering (AML) and Counter-Financing of Terrorism (CFT) measures, ensuring customer accounts are not exploited for illicit financial activity, supporting both individual safety and the integrity of the broader financial system.

The Bank's approach includes rigorous Know Your Customer (KYC) and Customer Due Diligence (CDD) protocols that act as both regulatory requirements and protective mechanisms. Advanced transaction monitoring systems detect unauthorized activities to proactively prevent harm to customer accounts. In the event of a suspected financial crime incident, ahlibank maintains a responsive and transparent incident resolution and redress mechanism. Customer awareness programs regularly educate clients on recognizing and reporting suspicious activities.

A. Disclosure and Transparency

1. Customer service-related documentation (Terms & Conditions, Account Opening Forms, Agreements, Contracts, etc.) is reviewed by product teams, legal departments, and external legal advisors to ensure clarity and transparency in line with FCPRF requirements.
2. Terms & Conditions of Retail & SME products are published on the Bank's website.
3. Written communications, including sales and advertising materials, comply with FCPRF regulations, highlighting key product features.
4. Key customer documents such as agreements, forms, receipts, and statements are provided in written form.
5. Key Facts Statements (KFS) for all Retail and SME products are published on the Bank's website.

6. Investment product KFS documents include disclosures required under FCPRF guidelines.
7. Awareness is promoted across the Bank regarding FCPRF requirements and the use of KFS documents.
8. Conflicts of interest are managed under the Compliance Policy and Code of Business Conduct.
9. Customers are informed of conflicts of interest in relation to investment products.
10. Product-related agreements (e.g., credit facilities, loans) are provided to customers as needed.
11. Periodic statements are issued for transactional accounts and cards, available through multiple channels.
12. Customer-facing documents include clear disclosures on potential misuse of accounts for fraudulent purposes, in line with AML/CFT obligations.
13. High-risk product disclosures (remittances, investment products) provide guidance on detecting and preventing financial crime.
14. Communication channels are used to periodically remind customers of red flags and their responsibility to report suspicious activity.

B. Fair Treatment and Business Conduct

1. Internal policies and procedures (including credit policies and Fraud Risk Management Framework) ensure compliance with the Consumer Protection Framework.
 2. Promotional and advertising materials include appropriate risk warnings.
 3. Retail & SME product Terms & Conditions are independently reviewed to ensure fairness, clarity, and adequacy.
 4. Awareness and training sessions enhance front-line staff and sales teams' capabilities in ensuring fair treatment.
 5. Asset Management Operations Manual & Procedures cover all relevant regulatory requirements.
 6. Product development teams, policies, and senior management committees (PCPC) ensure adherence to regulatory guidelines for new products and services.
 7. The Insurance unit and Insurance Management Procedure Manual define customer handling and controls.
 8. Credit and investment policies consider repayment capacity, maturity, currency profiles, market risks, and liquidity.
 9. Retail credit procedures facilitate NOCs for customers transferring products/services to other banks.
 10. Tariff of charges schedules are available on the Bank's website.
 11. Board and management committee TORs oversee consumer protection matters.
 12. Policies and procedures incorporate financial crime risk considerations to ensure fair treatment.
 13. Front-line staff are trained to identify financial crime indicators, supporting customers during suspicious or blocked transactions.
 14. Disclosures related to financial crime, account monitoring, and AML obligations promote transparency and responsible business conduct.
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C. Data Protection and Privacy

The Bank's privacy policy aligns with Oman's Data Protection Law, ensuring customers' data rights. Key controls include:

1. Board of Directors and Senior Management responsibilities defined in their TORs.
2. Internal policies for launching or amending products & services.
3. Management committees oversee products, services, and systems.
4. Product Development and Information Security teams ensure data protection.
5. Retention procedures specify a minimum 10-year record retention period.
6. Charges for retrieving customer data are defined in the schedule of charges.
7. A dedicated ISO team under Risk Management monitors data confidentiality and security.
8. Third-party product T&Cs (Cards/Insurance) include appropriate disclosure clauses.
9. Customer data is handled lawfully, confidentially, and in regulatory compliance.
10. Controls prevent unauthorized access or misuse of customer data, mitigating risks like identity theft or account takeover.
11. Disclosures inform customers how their data is used for financial crime detection, monitoring, and regulatory reporting.
12. Employee awareness training enhances understanding of data protection and privacy obligations.

D. Dispute Resolution Mechanisms

The Bank has a Board-approved Customers Complaints Redressal Policy and a dedicated Quality Assurance and Complaints Management team. ahlibank continuously raises awareness through its social media channels and websites about consumer rights and the procedures for submitting complaints. A defined escalation process and turnaround time are in place for handling customer complaints. Complaints can be submitted through various banking channels, and the following mechanism is applied:

1. Customers receive an automated notification with a reference number when a complaint is registered.
2. The Bank's Quality Assurance unit provides a call-back service to inform customers that their case is under investigation.
3. Upon resolution, customers are notified via SMS confirming the closure of their case.
4. All complaints are recorded and maintained in the Complaints Management System.
5. Complaints related to suspected fraud, unauthorized transactions, or financial crime are prioritized and handled in coordination with the Bank's Compliance Department and Fraud Risk Management team.
6. Customers are informed of their rights and responsibilities when reporting financial crime incidents, including timelines and required documentation.
7. The Complaints Management System tracks and categorizes financial crime-related complaints to support root cause analysis and strengthen fraud prevention measures.

E. Financial Education and Financial Capability

ahlibank has developed a financial education and capability plan, encompassing major initiatives aimed at consumer education, including: i) Product awareness, ii) Financial tips, and iii) Financial awareness events. The Bank leverages multiple channels to enhance customers' financial literacy and capability through the following methods:

1. Publishing posts and videos on various product awareness topics via social media and SMS.
 2. Organizing regular awareness events, both face-to-face and virtual, such as seminars and workshops.
 3. Sharing practical financial tips via social media platforms.
 4. Submitting the Financial Awareness Initiatives Annual Report and plan to the Central Bank of Oman (CBO) for 2024.
 5. Incorporating financial crime awareness topics in educational content, covering fraud prevention, online banking safety, and scam identification.
 6. Featuring tips on account and personal data protection through social media and communication campaigns.
 7. Including sessions on customer responsibilities in preventing financial crime and recognizing red flags during financial awareness events.
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F. Role of the Board and Senior Management

At the Board level, the Executive Risk Committee oversees matters related to the implementation of the Consumer Protection Framework. At the management level, the former Product Committee was restructured as the Product and Consumer Protection Committee (PCPC) to oversee implementation. The PCPC monitors FCPRF implementation, while the Executive Management Committee and Board receive periodic updates.

1. The Bank submits an annual report on financial consumer protection reviews to the Board of Directors and makes additional disclosures as required.
 2. Board members and senior management are regularly briefed on emerging financial crime risks and their potential impact on consumer protection.
 3. The PCPC and relevant committees oversee integration of fraud risk and AML/CFT considerations into customer-facing products and services.
 4. Executive management ensures alignment between the Bank's financial crime compliance strategy and consumer protection objectives, including regular reporting on fraud trends and mitigation measures.
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G. Other Actions Required by Licensed Entities

1. The Bank's Charter of Consumer Rights and Responsibilities is published on both ahlibank and ahli islamic websites.
 2. Retail banking services conduct periodic mystery shopping exercises to qualitatively monitor adherence to financial consumer protection standards.
 3. The Charter of Consumer Rights includes guidance on protection against financial crime and instructions on how customers can report fraud or suspicious activity.
 4. Mystery shopping exercises assess front-line staff's ability to communicate key fraud prevention messages and respond appropriately to financial crime-related queries.
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Complaints Management

The Bank maintains a dedicated Complaints Management unit responsible for addressing customer feedback and managing complaints. This unit ensures compliance with all requirements related to complaints management and redressal. In line with the Financial Consumer Protection Regulatory Framework, the following table presents complaints data for 2025, alongside comparative data for 2024.

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Complaints received by the bank from its customers		31 st Dec 2024	31 st Dec 2025
1.	Number of complaints pending at beginning of the year	6	24
2	Number of complaints received during the year	1519	1707
3.	Number of complaints disposed of during the year	1501	1729
3.1	Number of complaints rejected by the bank	Nil	Nil
4.	Number of complaints pending at the end of the year	24*	2*
4.1	Number of complaints pending beyond 30 days	-	-

*All complaints are within the complaint resolution timeframe

During 2025, there were no cases in which enforcement actions were taken against the Bank for violations of consumer protection laws or the Financial Consumer Protection Regulatory Framework (FCPRF).

The Bank’s websites (ahlibank.om and ahliislamic.om) provide customers with easy access to information regarding their rights and responsibilities. Relevant pages can be found under the ‘Knowledge Center’:

- **Key Facts Statements:** <https://ahlibank.om/key-facts-statements/>
- **Feedback and Complaints:** Customers may call 24577177. Complaints are acknowledged with a reference number and addressed within a

reasonable timeframe.

- For escalation, customers may contact Mr. Habib Al Hamaid at 24573015 or email complaints@ahlibank.om
- Additional information is available at: <https://ahlibank.om/ahliconnect/>

Internal Audit

The Internal Audit Function provides independent assurance to the Board of Directors and Executive Management regarding the effectiveness of the Bank’s internal controls, risk management, and governance processes. At ahlibank, Internal Audit follows globally recognized methodologies and standards established by the Institute of Internal Auditors (IIA), USA.

As a key part of the Bank’s control environment, Internal Audit conducts independent assessments and reviews based on a risk-based annual audit plan. Findings are shared with senior management and presented to the Audit & Compliance Committee in a timely manner. Identified issues are rigorously followed up to ensure corrective actions are implemented and monitored to full resolution.

Information Technology

In 2025, the Bank’s technology strategy continued to be guided by a balanced focus on Technology, Process, and People, complemented by a renewed emphasis on data. This approach enabled the Bank to strengthen operational resilience, deliver differentiated value to customers, and support regulatory compliance. Key investments during the year were made to modernize core platforms, optimize critical processes, and enhance organizational capabilities.

Key IT Achievements in 2025:

- **API Gateway Platform:** This platform consolidated the Bank’s application stack and marked the entry into the Open Banking era. It enables frontier banking, fintech collaboration, third-party partnerships, and institutional integrations. Out of ten priority use cases, eight were fully implemented, allowing rapid scaling of digital products and faster response to ecosystem-driven innovation.
- **Enterprise Data Transformation:** Deployment of Master Data Management (MDM), Enterprise Data Warehouse (EDWH), and Operational Data Store (ODS) established a robust data foundation to support advanced analytics and intelligent decision-making. AI/ML models, BI reports, dashboards, and the Banking Analytical Engine have positioned the Bank to move from being “data aware” to “data savvy,” enhancing insights and business responsiveness.
- **Customer Communication Enhancements:** A new SMS system increased throughput from 5 to 1,000 transactions per second, with 99% of messages delivered within two seconds, supporting timely transaction alerts and notifications. A modern E-Statement system improved digital service delivery, offering secure, on-demand access with features such as e-stamped statements and visa-ready statements, reducing manual processing dependency.

- **Cloud and Collaboration Upgrades:** Migration to Microsoft Enterprise Services (Exchange Online) expanded email storage tenfold (up to 1TB per user) and introduced Copilot capabilities, enhancing productivity and supporting smarter, more efficient workflows.
- **Workplace Productivity & Resilience:** Secure BYOD capabilities enabled staff to remain productive during disruptions, strengthening operational resilience without compromising security.

People and Capacity Development:

- Participation in the CBO FinTech Professional Course increased, with two additional staff completing the program, gaining global fintech insights and contributing to the Bank's innovation agenda.
- Six internal knowledge-sharing sessions fostered cross-functional collaboration and adoption of best practices.
- Representation at three global professional conferences, workshops, and exhibitions ensured alignment with international technology trends and standards.
- Specialized technology and OEM trainings strengthened technical depth across critical platforms, improving internal support capabilities and solution ownership.

The achievements in 2025 reflect a deliberate and cohesive technology transformation journey—balancing innovation with stability and ambition with discipline. By modernizing platforms, optimizing processes, and investing in people, the Bank has strengthened its foundation for sustainable growth and is well-positioned to navigate the next phase of digital and data-driven banking.

Digital Transformation – 2025 Year in Review

2025 was a defining year for ahlbank's digital journey. Building on foundations established in earlier phases, we accelerated our transition toward a smarter, more connected, and customer-enabled banking ecosystem. This year marked a shift from modernizing platforms to orchestrating integrated digital experiences, strengthening resilience, and preparing the Bank for the next stage of growth, moving toward full technology integration in line with the Bank's roadmap.

Our mobile-first strategy continued to anchor digital adoption across the Bank. In 2025, we introduced enhanced journeys—including upgraded onboarding, instant digital loans, expanded remittance corridors, and intelligent payment capabilities—that significantly improved convenience for customers and drove strong migration to digital channels. These advancements contributed to record mobile engagement and reinforced mobile as our customers' primary touchpoint.

A major step forward this year was the expansion of AI-led initiatives. We introduced predictive insights for customer servicing and automated reconciliation for selected payment flows. These initiatives reduced processing times, enhanced service reliability, and strengthened our ability to personalize engagement at scale. Our AI progress lays the groundwork for intelligent automation across service, operations, and risk functions in the years ahead.

Operational excellence also advanced meaningfully. Expanded automation streamlined high-volume workflows across retail operations, credit administration, compliance, and treasury support. These enhancements improved turnaround times, reduced manual intervention, and strengthened control mechanisms—benefits that directly improved customer satisfaction and operational stability.

Our collaboration with FinTechs and ecosystem partners deepened in 2025, enabling delivery of differentiated digital propositions and accelerating speed to market. From innovative payment solutions to API-driven integrations supporting tokenization, lending, and data-driven services, these partnerships enhanced competitiveness and reinforced our position as a digitally progressive bank in Oman.

Cloud adoption remained a priority, supporting scalable deployment and faster cycles across digital products. Key platforms—including loyalty, digital servicing modules, and selected microservices—were enhanced to improve performance, resilience, and operational efficiency. These investments align with the Bank's broader objectives around integration, agility, and long-term cost optimization.

People development remained central to our transformation agenda. The iGeneration program expanded with new specializations in data engineering, AI, payments technology, and cybersecurity. These young Omanis now form a critical part of our digital workforce, strengthening the talent pipeline and ensuring the Bank is equipped with skills needed to support emerging technologies.

Looking ahead, Digital Transformation will continue to shape ahlibank’s strategic direction. In 2026, we will focus on AI-driven personalization, deepening automation, strengthening cloud-native architecture, and expanding digital payments leadership—ensuring our customers experience banking that is simpler, faster, and more intuitive. Ahlibank’s digital story is one of progress, resilience, and forward momentum, aligned with Oman Vision 2040, delivering innovative financial solutions, enhancing customer value, and building a sustainable, future-ready digital institution.

Our Most Valuable Asset

Human capital development remains central to ahlibank's pursuit of excellence. By providing employees with a positive working environment, the Bank enhances engagement, commitment, loyalty, and overall satisfaction. Competencies are linked to performance management at all levels, supporting employee development and aligning training with personalized needs. This sustains a highly skilled workforce and reinforces ahlibank’s leading position in the Omani market.

ahlibank actively enhances the capabilities of Oman’s youth, supporting Oman Vision 2040 through job creation and skill development. In 2025:

- **Himam Program (11th batch):** 128 candidates employed since 2015, accelerating career growth and leadership preparation.
- **iGeneration Program:** 37 candidates employed over three batches, equipping young professionals with skills in emerging technologies, project management, data, and innovation.
- **Business Graduates Program (est. 2018):** 211 participants to date.

Overall, the Bank exceeded Omanisation targets, creating 158 jobs and achieving a workforce Omanisation rate of 94.27% (90.89% in Middle Management), with 41.23% female representation.

Learning and Development

Learning and Development (L&D) is a cornerstone of our HR strategy, ensuring employees have the skills and knowledge to succeed. In 2025:

- **Total trained employees:** 1,334 (773 unique participants)
- **Programs conducted:**
 - 42 completed Middle Management Program
 - 114 attended Selling Skills Program
 - 73 attended Forgery and Fraud Detection Program
 - 24 attended AI Citizen Program
 - 14 attended Emotional Intelligence for Leaders Program
 - 58 attended Interviewing Skills Program
 - 109 attended ESG workshops
 - 25 attended Performance Management “The Art of Feedback” Program

The Bank extended its learning partnership with Udemy, providing access to over 10,000 courses, including banking-focused training and leadership development.

Professional Certifications:

- 12 staff obtained certifications in Credit Analysis, ACI Operations, FinTech, and the International Certificate in Wealth & Investment Management (ICWIM).
- 128 staff certified in emerging technologies, data analytics, and AI to support the Bank’s ongoing digital evolution.

By fostering a culture of continuous learning and innovation, ahlibank not only invests in its workforce but positions itself as a leader in shaping the future of banking.

Corporate Social Responsibility

ahlibank remains deeply committed to **Corporate Social Responsibility (CSR)**, embedding it as a core aspect of its operations to deliver meaningful and sustainable value to the local community. Through its flagship “**ahli Cares**” initiative, ahlibank actively engages in a wide range of charitable, social, and voluntary efforts across the Sultanate, supported by strong employee volunteer participation and close collaboration with charitable organizations, government entities, and community partners. These initiatives reflect the Bank’s belief in the importance of contributing positively to society and supporting the well-being of diverse community segments.

In alignment with **Oman Vision 2040**, ahlibank’s CSR initiatives focus on advancing socio-economic development by supporting social welfare, education, youth empowerment, community health, financial inclusion, women empowerment, environmental sustainability, entrepreneurship, and sports development. These efforts form an integral part of the Bank’s broader **ESG and sustainability strategy** and are delivered through programs designed to uplift communities, empower individuals, and promote inclusive and responsible growth across the Sultanate. By consistently supporting a broad range of social, educational, cultural, health, environmental, and sports initiatives, ahlibank reaffirms its unwavering commitment to its corporate values, responsible banking practices, and the long-term progress and prosperity of Oman.

Community Support and Inclusion

In 2025, ahlibank implemented a broad range of **community initiatives** aimed at improving quality of life and access to essential services. These included nationwide **Back-to-School programmes** benefiting students from low-income families, **Kaswat Eid initiatives** supporting low-income households, orphans, and elderly residents in social welfare homes, and **Iftar Sayem campaigns** in collaboration with the Oman Food Bank during the holy month of Ramadan.

The Bank continued its annual contribution to the **Oman Charitable Organisation**, supporting national humanitarian and social relief programmes. Additional initiatives included **housing and home furnishing support** for low-income families, **medical accommodation and equipment support** for underprivileged patients undergoing treatment in Muscat, and **blood donation drives** organised at the Bank’s head office to promote community health.

ahlibank also advanced **inclusion** through training programmes and educational tools for the visually impaired, including financial literacy training, Braille, and the provision of smart interactive whiteboards to specialised educational institutions. In support of **women’s economic participation**, the Bank sponsored Omani women-led sewing and production groups, enabling sustainable income generation, preservation of traditional craftsmanship, and environmentally responsible practices.

Employee volunteering remained a cornerstone of these initiatives, reinforcing ahlibank’s culture of responsible citizenship and collective social impact. The Bank also participated in national CSR dialogue through its engagement in the **Social Responsibility Pioneers Forum**, organised by the Ministry of Social Development.

SME Support and Entrepreneurship Development

Recognising **SMEs as a key driver of economic diversification and job creation**, ahlibank continued to support entrepreneurship through initiatives that enhance market access and business visibility. These included the annual **ahlibank Ramadhan Souq**, providing a platform for home-based and small businesses to showcase their products, and the **ahliExpo initiative**, which enabled SMEs to connect, collaborate, and expand their market reach.
